






Mayor's Action Center
Service Level Attainment Compliance
December 2010

Service Level Agreement	Target Performance		Current Performance		
Speed to Answer Calls	< :20				
Abandon Rate	< 5%				
Time on Call	< 2:30				
After Call Work	< :40				
Outbound Calls	>= 90% Outbound Call Rate for Service Closure				
Top 5 Service request	Animal (1,443)	Trash (1,220)	Abandoned Vehicle (704)	Chuckhole (258)	Zoning Violation (170)